

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

| | | |
|-------|---|--------------------|
| <010> | Study Area Code | 493403 |
| <015> | Study Area Name | SACRED WIND |
| <020> | Program Year | 2016 |
| <030> | Contact Name: Person USAC should contact with questions about this data | Kristi Ingram |
| <035> | Contact Telephone Number: Number of the person identified in data line <030> | 7192664334 ext. |
| <039> | Contact Email Address: Email of the person identified in data line <030> | kingrum@tcatel.com |

| ANNUAL REPORTING FOR ALL CARRIERS | | 54.313 Completion Required | 54.422 Completion Required |
|-----------------------------------|---|-------------------------------------|-------------------------------------|
| (check box when complete) | | | |
| <100> | Service Quality Improvement Reporting (complete attached worksheet) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <200> | Outage Reporting (voice) (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <210> | <input checked="" type="checkbox"/> <-- check box if no outages to report | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <300> | Unfulfilled Service Requests (voice) 0 | <input type="checkbox"/> | <input type="checkbox"/> |
| <310> | Detail on Attempts (voice) (attach descriptive document) | <input type="checkbox"/> | <input type="checkbox"/> |
| <320> | Unfulfilled Service Requests (broadband) 0 | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <330> | Detail on Attempts (broadband) (attach descriptive document) | <input type="checkbox"/> | <input type="checkbox"/> |
| <400> | Number of Complaints per 1,000 customers (voice) | | |
| <410> | Fixed 0.0 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <420> | Mobile 0.0 | <input type="checkbox"/> | <input type="checkbox"/> |
| <430> | Number of Complaints per 1,000 customers (broadband) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <440> | Fixed 0.0 | <input type="checkbox"/> | <input type="checkbox"/> |
| <450> | Mobile 0.0 | <input type="checkbox"/> | <input type="checkbox"/> |
| <500> | Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <510> | 493403NM510.pdf (attached descriptive document) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <600> | Functionality in Emergency Situations (check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <610> | 493403NM610.pdf (attached descriptive document) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <700> | Company Price Offerings (voice) (complete attached worksheet) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <710> | Company Price Offerings (broadband) (complete attached worksheet) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <800> | Operating Companies and Affiliates (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <900> | Tribal Land Offerings (Y/N)? <input checked="" type="radio"/> <input type="radio"/> (if yes, complete attached worksheet) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <1000> | Voice Services Rate Comparability Certification Yes | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <1010> | (attach descriptive document) | <input type="checkbox"/> | <input type="checkbox"/> |
| <1100> | Certify whether terrestrial backhaul options exist (Yes or No) <input checked="" type="radio"/> <input type="radio"/> (if not, check to indicate certification) | <input type="checkbox"/> | <input type="checkbox"/> |
| <1110> | (complete attached worksheet) | <input type="checkbox"/> | <input type="checkbox"/> |
| <1200> | Terms and Condition for Lifeline Customers (complete attached worksheet) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

| | | | |
|--------|-----------------------------------|--------------------------|--------------------------|
| <2000> | (check to indicate certification) | <input type="checkbox"/> | <input type="checkbox"/> |
| <2005> | (complete attached worksheet) | <input type="checkbox"/> | <input type="checkbox"/> |

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

| | | | |
|--------|-----------------------------------|-------------------------------------|--------------------------|
| <3000> | (check to indicate certification) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <3005> | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

| | | | |
|---|--|--|--|
| (100) Service Quality Improvement Reporting Data Collection Form | | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 | |
|---|--|--|--|

| | | |
|-------|--|--|
| <010> | Study Area Code | 493403 |
| <015> | Study Area Name | SACRED WIND |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data Kristi Ingrum | |
| <035> | Contact Telephone Number - Number of person identified in data line <030> 7192664334 ext. | |
| <039> | Contact Email Address - Email Address of person identified in data line <030> kingrum@tcatel.com | |
| <110> | Has your company received its ETC certification from the FCC? If your answer to Line <110> is yes, do you have an existing "5 year plan" filed with the FCC? | <div><input type="radio"/> (yes / no)</div> <div><input checked="" type="radio"/> (yes / no)</div> |
| <111> | | <div><input type="radio"/> (yes / no)</div> <div><input type="radio"/> (yes / no)</div> |

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.



Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

| | | |
|-------|--|---------------------------|
| <113> | Maps detailing progress towards meeting plan targets | <div>Yes</div> |
| <114> | Report how much universal service (USF) support was received | <div>Yes</div> |
| <115> | How much (USF) was used to improve service quality and how support was used to improve service quality | <div>Yes</div> |
| <116> | How much (USF) was used to improve service coverage and how support was used to improve service coverage | <div>Yes</div> |
| <117> | How much (USF) was used to improve service capacity and how support was used to improve service capacity | <div>Yes</div> |
| <118> | Provide an explanation of network improvement targets not met in the prior calendar year. | <div>Not Applicable</div> |

(900) Tribal Lands Reporting
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|-------|---|--------------------|
| <010> | Study Area Code | 493403 |
| <015> | Study Area Name | SACRED WIND |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Kristi Ingrum |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 7192664334 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | kingrum@tcatel.com |

| | | |
|-------|------------------------------------|--------|
| <910> | Tribal Land(s) on which ETC Serves | Navajo |
|-------|------------------------------------|--------|

| | | |
|-------|---|-----------------|
| <920> | Tribal Government Engagement Obligation | 493403NM910.pdf |
|-------|---|-----------------|

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

| Select Yes or No or Not Applicable |
|--|
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |

| | | | |
|---|--|---|--|
| (1100) No Terrestrial Backhaul Reporting | | FCC Form 481 | |
| Data Collection Form | | OMB Control No. 3060-0986/OMB Control No. 3060-0819 | |
| | | July 2013 | |

| | | |
|-------|---|--------------------|
| <010> | Study Area Code | 493403 |
| <015> | Study Area Name | SACRED WIND |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Kristi Ingrum |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 7192664334 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | kingrum@tcatel.com |

<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

| | | |
|--|--|---|
| (1200) Terms and Condition for Lifeline Customers | | FCC Form 481 |
| Lifeline | | OMB Control No. 3060-0986/OMB Control No. 3060-0819 |
| Data Collection Form | | July 2013 |

| | | |
|-------|---|--------------------|
| <010> | Study Area Code | 493403 |
| <015> | Study Area Name | SACRED WIND |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Kristi Ingram |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 7192664334 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | kingrum@tcatel.com |

| | | | |
|--------|--|-----------------------------|---------------------------|
| <1210> | Terms & Conditions of Voice Telephony Lifeline Plans | <div>493403NM1210.pdf</div> | Name of Attached Document |
| <1220> | Link to Public Website | HTTP | |

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

| | | |
|--------|---|-------------------------------------|
| <1221> | Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> | Details on the number of minutes provided as part of the plan, | <input checked="" type="checkbox"/> |
| <1223> | Additional charges for toll calls, and rates for each such plan. | <input checked="" type="checkbox"/> |

(2000) Price Cap Carrier Additional Documentation
Data Collection Form
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

| | | |
|-------|---|--|
| <010> | Study Area Code | |
| <015> | Study Area Name | 493H03 |
| <020> | Program Year | SACRED WIND |
| <030> | Contact Name - Person USAC should contact regarding this data | 2016 |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | Kristen Ingram |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | 7192664334 ext. k Ingram@tcatei.com |

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

| | Incremental Connect America Phase I reporting | |
|---------|--|--|
| <2010> | 2nd Year Certification {47 CFR § 54.313(b)(1)}} | |
| <2011a> | 3rd Year Certification {47 CFR § 54.313(b)(1)ii} | |
| <2011b> | Attachment {47 CFR § 54.313(b)(1)ii} | |

Name of Attached Document(s) Listing Required Information

| | Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)} |
|--------|---|
| <2012> | 2013 Frozen Support Calculation {47 CFR § 54.313(c)(1)} |
| <2013> | 2014 Frozen Support Calculation {47 CFR § 54.313(c)(2)} |
| <2014> | 2015 Frozen Support Calculation {47 CFR § 54.313(c)(3)} |
| <2015> | 2016 and future Frozen Support Calculation {47 CFR § 54.313(c)(4)} |

| | |
|--------|--|
| <2016> | Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)} |
| | Certification Support Used to Build Broadband |

| | Connect America Phase II Reporting {47 CFR § 54.313(e)} |
|--------|---|
| <2017> | 3rd year Broadband Service Certification |
| <2018> | 5th year Broadband Service Certification |
| <2019> | Interim Progress Certification |

<2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(iii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

<2021> Interim Progress Community Anchor Institutions

| Name of Attached Document(s) Listing Required Information | |
|---|--|
| | |

(3000) Rate Of Return Carrier Additional Documentation

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

| | | |
|-------|---|--------------------|
| <010> | Study Area Code | 493403 |
| <015> | Study Area Name | SACRED WIND |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Kristi Ingram |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 7192664334 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | k Ingram@tccal.com |

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010) Progress Report on 5 Year Plan

Milestone Certification (47 CFR § 54.313(f)(1)(i))

493403NM3010.pdf

Name of Attached Document Listing Required Information

(3011)

Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

☒

(3012)

Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

493403NM3012.pdf

Name of Attached Document Listing Required Information

(3013)

Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))

(3014)

If yes, does your company file the RUS annual report

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015)

Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

☒

(3016)

Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☒

(3017)

If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

493403NM3017.pdf

Name of Attached Document Listing Required Information

(3018)

If the response is no on line 3014, Is your company audited?

☐

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains

(3019)

Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

☐

(3020)

Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3021)

Management letter and audit opinion issued by the independent certified public accountant that performed the company's financial audit

☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022)

Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,

☐

(3023)

Underlying information subjected to a review by an independent certified public accountant

☐

(3024)

Underlying information subjected to an officer certification.

☐

(3025)

Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3026)

Attach the worksheet listing required information

Name of Attached Document Listing Required Information

REDACTED - FOR PUBLIC INSPECTION

REDACTED

[The Financial Data Summary (FCC Form 481;Lines 3027-3034) of Sacred Wind Communications, Inc. filed pursuant to 47 C.F.R. § 54.313(f)(2) is redacted in its entirety as Highly Confidential Information]

| | |
|---|--|
| Certification - Reporting Carrier Data Collection Form | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 |
|---|--|

| | | |
|-------|---|--------------------|
| <010> | Study Area Code | 493403 |
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| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Kristi Ingram |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 7192664334 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | kingrum@tcatel.com |

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

| Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients | |
|---|--------------------------------|
| I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate. | |
| Name of Reporting Carrier: | |
| Signature of Authorized Officer: | Date |
| Printed name of Authorized Officer: | |
| Title or position of Authorized Officer: | |
| Telephone number of Authorized Officer: | |
| Study Area Code of Reporting Carrier: | Filing Due Date for this form: |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001. | |

| | |
|---|--|
| Certification - Agent / Carrier Data Collection Form | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 |
|---|--|

| | |
|---|--------------------|
| <010> Study Area Code | 493403 |
| <015> Study Area Name | SACRED WIND |
| <020> Program Year | 2016 |
| <030> Contact Name - Person USAC should contact regarding this data | Kristi Ingram |
| <035> Contact Telephone Number - Number of person identified in data line <030> | 7192664334 ext. |
| <039> Contact Email Address - Email Address of person identified in data line <030> | kingrum@tcatel.com |

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

| Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier | |
|--|--|
| I certify that (Name of Agent) <u>John Badal</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate. | |
| Name of Authorized Agent: | John Badal |
| Name of Reporting Carrier: | SACRED WIND |
| Signature of Authorized Officer: | CERTIFIED ONLINE Date: 06/26/2015 |
| Printed name of Authorized Officer: | John Badal |
| Title or position of Authorized Officer: | CEO |
| Telephone number of Authorized Officer: | 5059082670 ext. |
| Study Area Code of Reporting Carrier: | 493403 Filing Due Date for this form: 07/01/2015 |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001. | |

TO BE COMPLETED BY THE AUTHORIZED AGENT:

| Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier | |
|--|--|
| I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate. | |
| Name of Reporting Carrier: | SACRED WIND |
| Name of Authorized Agent or Employee of Agent: | TCA, Inc. |
| Signature of Authorized Agent or Employee of Agent: | CERTIFIED ONLINE Date: 06/26/2015 |
| Printed name of Authorized Agent or Employee of Agent: | Kristi Ingram |
| Title or position of Authorized Agent or Employee of Agent: | Senior Financial Consultant |
| Telephone number of Authorized Agent or Employee of Agent: | 7192664334 ext. |
| Study Area Code of Reporting Carrier: | 493403 Filing Due Date for this form: 07/01/2015 |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001. | |

Attachments

REDACTED - FOR PUBLIC INSPECTION

REDACTED

[The Progress Report of Sacred Wind Communications, Inc. Filed Pursuant to 47 C.F.R. § 54.313(a)(1) is redacted in its entirety as Highly Confidential Information]



FCC Form 481 Certifications

FCC Form 481 Line 510

Sacred Wind Communications, Inc.

Line 510: Service Quality Standards & Consumer Protection Rules Compliance

The company is an incumbent rural telecommunications carrier as defined in the Rural Telecommunications Act of New Mexico, NMSA 1978, § 63-9H-3(I) and is therefore not subject to the service quality standards (17.11.22 NMAC) or consumer protection rules (17.11.16 NMAC) of the New Mexico Public Regulation Commission.

The company complies with the following consumer protection standards as enacted by the New Mexico Legislature or promulgated by the FCC and the Federal Trade Commission:

- FCC rules regarding verification of orders for telecommunications service as required of submitting carriers {47 CFR §64.1100}
- The FCC's Truth-in-Billing Requirements {47 CFR §64.2400}
- All of the requirements of 47 C.F.R. § Part 64 Subpart U, Customer Proprietary Network Information and Federal Trade Commission 16 C.F.R. §681, Identity Theft Red Flags
- The statutory prohibitions against slamming and cramming contained in NMSA 1978, § 93-9G-1 through and including 93-9G-9



FCC Form 481 Certifications

FCC Form 481 Line 610

Sacred Wind Communications, Inc.

Line 610: Functionality in Emergency Situations

The company has made reasonable provisions to meet emergencies resulting from power failures; sudden and prolonged increases in traffic; staff shortages; and fire, storm, and acts of God. These provisions include, but are not limited to, installing adequate battery reserve capacity where needed, installing back-up generators where needed, training personnel in appropriate emergency procedures and rerouting traffic around damaged facilities. {47 CFR §54.202(a)}

(700) Price Offerings including Voice Rate Data
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
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| <010> | Study Area Code | 4 934 03 |
| <015> | Study Area Name | SACRED WIND |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Kristi Ingtrum |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 7192664334 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | kingtrum@tcatel.com |

| | |
|----------|--|
| 1/1/2015 | |
|----------|--|

| | |
|-------|--|
| <701> | Residential Local Service Charge Effective Date |
| <702> | Single State-wide Residential Local Service Charge |

<703>

[illegible]



Tribal Government Engagement 2014 –June, 2015

Engagement

Sacred Wind Communications, Inc. (“SWC”) holds that its engagement with the Navajo Nation has been long lasting and genuine, unique among the industry. The executive director of the Navajo Nation Telecommunications Regulatory Commission, Brian Tagaban, stated in a video presentation that: *“Sacred Wind has been a very good telecom company. They have been very cooperative with this regulatory office and the ambitions of the Navajo Nation to stand up [to a] full regulatory office over telecom. They have been exemplary in the tribal engagement which is a new provision under the FCC.”*¹. SWC provides to the Navajo Nation, particularly the Navajo Nation Telecommunications Regulatory Commission (“NNTRC”), timely information about its network plans, its customer outreach, pricing, and new services introduction. In 2014, SWC instituted a heightened level of engagement with the Navajo Nation with the creation of a Community Advisory Board whose members are to be the local tribal leaders of 5 Navajo Chapters served by SWC, appointed on a rotational basis among SWC’s 22 Navajo Chapters. The first meeting of the Advisory Board was held on November 12, 2014 and presented the Navajo officials with SWC’s network plans in their Chapters, service offerings, pricing, and quality of service metrics.

SWC’s CEO also worked closely with the leadership of the National Tribal Telecommunications Association on various national tribal initiatives and the 2015 Tribal Telecommunications Advisory Committee on conference plans dealing with the development of

¹ Brian Tagaban, October 1, 2013.



telecommunications infrastructures and services on tribal lands. He also was a keynote speaker at a State of Montana meeting of 6 Montanan tribes regarding broadband development and a panelist on Tribal Engagement sponsored by the NTCA. Meetings with Navajo Nation officials and with other tribal officials in 2014 and the first five months of 2015 are shown below:

| Meeting | Date | Topic | SWC Employee |
|--|-----------------------|--|------------------------|
| Tribal Telecom Advisory Committee | January 6, 2014 | A needs assessment and deployment planning. | J. Badal |
| Navajo Nation Council Delegate Danny Simpson | January 8, 2014 | Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes. | T. Charlee |
| Navajo Nation Chief of Staff / Arbin Mitchell | January 9, 2014 | Rights of way, a needs assessment and deployment planning | T. Charlee |
| Navajo Nation NNTRC / Brian Tagaban | January 14, 2014 | A needs assessment and deployment planning | T. Charlee |
| Navajo Nation in Council Session / NN President given Address to the Council and the NN People | January 27, 2014 | A needs assessment and deployment planning | T. Charlee |
| Tribal Telecom Advisory Committee, mtgs on Doing Business on Indian Lands | February 9 – 11, 2014 | Feasibility and sustainability planning and marketing services in a culturally sensitive manner. | J. Badal T. Charlee |
| Eastern Navajo Council meeting | March 1, 2014 | Rights of way, a needs assessment and deployment planning | T. Charlee |
| To'hajiilee Chapter Meeting / PRC | March 7, 2014 | A needs assessment and deployment planning | T. Charlee |



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| PRC Meeting in Torreon | March 19, 2014 | Rights of way, a needs assessment and deployment planning | T. Charlee |
| Navajo Nation Land Dept. Exec. Dir. Mike Halona | March 19, 2014 | A needs assessment and deployment planning | T. Charlee |
| Navajo Nation Department of Justice for the NN Land / Council Delegate Danny Simpson | April 2, 2014 | Rights of way, a needs assessment and deployment planning | T. Charlee |
| To'hajiilee Chapter Planning Committee | May 6, 2014 | A needs assessment and deployment planning. | J. Badal B. Capitan-Morales |
| Eastern Council Meeting | May 7, 2014 | A needs assessment and deployment planning | T. Charlee |
| Navajo Nation Department of Justice for the NN Land | May 7, 2014 | Rights of way, a needs assessment and deployment planning | T. Charlee |
| Native Resource Development, Inc. | May 14, 2014 | Marketing services in a culturally sensitive manner | J. Badal J. Landstrom |
| Navajo Nation President Office | May 15, 2014 | A needs assessment and deployment planning and rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes. | J. Badal |
| B. Tagaban, Navajo Nation Telecom Regulatory Comm. | May 15, 2014 | Marketing services in a culturally sensitive manner. | J. Badal |
| Meeting with Fred White and Ron Maldonado over NAPI | May 19, 2014 | Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes. | T. Charlee |
| To'hajiilee Chapter mtg | May 20, 2014 | A needs assessment and deployment planning and marketing services in | K. Kirk S. Sherman B. Capitan-Morales |



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| | | a culturally sensitive manner. | |
| Meeting with Linda Lovejoy in Iyanbito | May 22, 2014 | Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes. | T. Charlee |
| Tohajiilee Senior Center | May 22, 2014 | Marketing in a culturally sensitive manner | B. Capitan-Morales |
| To'hajiilee Chapter Meeting / Chapter President Ray Secatero | June 3, 2014 | Rights of way, a needs assessment and deployment planning | T. Charlee |
| Meeting with NTUA | June 20, 2014 | A needs assessment and deployment planning and marketing services in a culturally sensitive manner. | T. Charlee |
| Navajo Housing Authority | July 14 & 16, 2014 | A needs assessment and deployment planning. | J. Badal |
| Met with Dodge Environmental, IIC. / John Dodge President | July 28, 2014 | Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes. | T. Charlee |
| Met with BIA Realty Dept. and Road Dept. | August 8, 2014 | Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes. | T. Charlee |
| Meeting GIS Summit held by Navajo Nation | August 21, 2014 | Marketing services in a culturally sensitive manner. | T. Charlee |
| Meeting with NNTRC / Brian Tagaban | August 22, 2014 | Marketing services in a culturally sensitive manner. | T. Charlee |



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| To'hajiilee Chapter officials | August 22, 2014 | Marketing services in a culturally sensitive manner. | J. Badal |
| Montana Tribal Conf. | September 11, 2014 | A needs assessment and deployment planning. | J. Badal |
| Meeting with Navajo Nation Land Dept. New Director | September 15, 2014 | Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes. | T. Charlee |
| Meeting with Council Delegate Danny | September 16, 2014 | Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes. | T. Charlee |
| Meeting with To'hajiilee Chapter President Ray Secatero / Vice President John Chavez | October 2, 2014 | Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes. | T. Charlee and Kim Kirk |
| NTCA Tribal Engagement Panel | October 2, 2014 | Marketing services in a culturally sensitive manner. | J. Badal |
| To'hajiilee Chapter officials | October 6, 2014 | A needs assessment and deployment planning and Feasibility and compliance. | J. Badal |
| Meeting with NNTRC/ Committee | October 9, 2014 | Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes. | T. Charlee |
| Council Delegate Danny Simpson & Edmund Yazzie | October 14, 2014 | Marketing services in a culturally sensitive manner. | T. Charlee |



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| National Tribal Telecom Assn Board | November 9, 2014 | A needs assessment and deployment planning. | J. Badal |
| SWC Community Advisory Board, w/5 Chapters' officials | November 12, 2014 | A needs assessment and deployment planning and marketing services in a culturally sensitive manner. | J. Badal T. Charlee |
| Navajo Nation Council in special session over Wingate Land | November 13, 2014 | Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes. | T. Charlee |
| Navajo Nation Land Dept. Acting Dept. E. Thomas | November 20, 2014 | Compliance with Tribal Needs Assessment and Deployment Planning Right of Way and Review Process | J. Badal T. Charlee |
| Navajo Housing Authority | November 20, 2014 | A needs assessment and deployment planning. | J. Badal |
| Navajo Nation President / Ben Shelly | November 30, 2014 | A needs assessment and deployment planning and marketing services in a culturally sensitive manner. | T. Charlee |
| Navajo Nation Resources Development Committee Meeting | January 06, 2015 | Need Assessment and Deployment Planning | T. Charlee |
| New Navajo Nation Council Delegates swearing in ceremony | January 13, 2015 | Compliance with Tribal Business | T. Charlee |
| District 6 Chapters Meeting: Bread Springs, Churchrock, Chichiltah, Manuelito, Red Rock, Rock Springs and Tsayatoh Chapters' Presidents and staff | February 4, 2015 | A needs assessment and deployment planning | B. Capitan-Morales |



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| Navajo Nation Cultural Resources Department/ Tony Joe Jr. | February 04, 2015 | Right-of-way and Review Process for the Eastern Navajo Areas. | T. Charlee |
| Navajo Nation Archaeology Department / Tamar Billy | February 09 2015 | Right-of-way and Review Process for the Eastern Navajo Areas | T. Charlee |
| Baca Chapter, President Largo & Sharon Francisco, CSC | February 12, 2015 | A needs assessment and deployment planning | B. Capitan-Morales |
| Thoreau Chapter, Vivinita Bennett, CSC | February 12, 2015 | A needs assessment and deployment planning | B. Capitan-Morales |
| Navajo Community Advisory Board | February 16, 2015 | Tribal Infrastructure Development & Needs Assessment | J. Badal |
| Fruitland Chapter, Krystiana Tsosie, Admin | February 17, 2015 | A needs assessment and deployment planning | B. Capitan-Morales |
| Nenahnezad Chapter, Arthur Bavarro, CSC | February 17, 2015 | A needs assessment and deployment planning | B. Capitan-Morales |
| San Juan Chapter, Stanley Wauneka, Manager | February 17, 2015 | A needs assessment and deployment planning | B. Capitan-Morales |
| Navajo Nation Land Dept. PROJECT REVIEW / Howard Draper | February 24, 2015 | Needs Assessments and Deployment Planning | T. Charlee |
| Navajo Tribal Utility Authority (NTUA) Public Hearing "pole attachment agreement | February 26, 2015 | Compliance with all Utility on Tribal Land | T. Charlee |
| Navajo Department of Justice (DOJ) Ervin Chee | March 02, 2015 | Right-of-way Review Process | T. Charlee |
| Navajo Community Advisory Board | March 4, 2015 | Tribal Infrastructure Development & Needs Assessment | J. Badal |
| Iyanbito Chapter, Jacynthia Nachin, CSC | March 5, 2015 | A needs assessment and deployment planning | B. Capitan-Morales |



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| Navajo Community Advisory Board | March 6, 2015 | Infrastructure development, pricing, etc. | J. Badal S. Sherman T. Charlee K. Kirk B. Capitan-Morales E. Mirabal |
| Navajo Department of Justice (DOJ) Ervin Chee and Bidtah Becker/ Assistant Attorney General for Natural Resources Unit | March 16, 2015 | Needs Assessment and Deployment; marketing in a culturally sensitive manner | T. Charlee |
| Iyanbito Chapter/ Eastern Community of Development Meeting / met Dir. Carl Smith | March 20, 2015 | Eastern Navajo Infrastructure Assessment and Deployment over the unserved Chapter | T. Charlee |
| Navajo Land Department Summit II | March 24 –March 25, 2015 | Compliance with Tribal Business and Licensing Requirements / Right of way | T. Charlee |
| Huerfano Chapter Vice Pres, Secretary Treasurer, CSC, Land Board | March 26, 2015 | A needs assessment and deployment planning | B. Capitan-Morales |
| Nageezi Senior Center, Mary Lee, Supervisor | March 26, 2015 | A needs assessment and deployment planning; marketing in a culturally sensitive manner | B. Capitan-Morales |
| Navajo Community Advisory Board | March 27, 2015 | Tribal Infrastructure Development & Needs Assessment | J. Badal |
| Nageezi Chapter Planning Meeting at 2:00 pm | March 29, 2015 | Feasibility and compliance; marketing in a culturally sensitive manner | T. Charlee |
| Nageezi Chapter Meeting at 4:00 pm | April 01, 2015 | Feasibility and compliance; marketing in a culturally sensitive manner | T. Charlee |



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| Church Rock Planning Meeting at 10:00 am | April 02 2015 | Feasibility and compliance; marketing in a culturally sensitive manner | T. Charlee |
| Nenahnezad Chapter Planning meeting at 4:00 pm | April 06, 2015 | Feasibility and compliance; marketing in a culturally sensitive manner | T. Charlee |
| Tohajiilee Chapter Planning Meeting | April 7, 2015 | A needs assessment and deployment planning; marketing in a culturally sensitive manner | B. Capitan-Morales |
| Tsayatoh Planning Meeting 10:00 am | April 07, 2015 | Feasibility and compliance; marketing in a culturally sensitive manner | T. Charlee |
| Tsayatoh Planning Meeting 10:00 am | April 07, 2015 | Feasibility and compliance; marketing in a culturally sensitive manner | T. Charlee |
| San Juan Chapter Planning Meeting at 6:00 pm | April 07, 2015 | Feasibility and compliance; marketing in a culturally sensitive manner | T. Charlee |
| Rock Springs Planning Meeting 5:30 pm | April 08, 2015 | Feasibility and compliance; marketing in a culturally sensitive manner | T. Charlee |
| Nenahnezad Chapter Meeting at 3:00 pm | April 12, 2015 | Feasibility and compliance; marketing in a culturally sensitive manner | T. Charlee |
| Huerfano Chapter Meeting | April 12, 2015 | A needs assessment and deployment planning; marketing in a culturally sensitive manner | B. Capitan-Morales |



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| Meeting with DOJ and Project Review and Executive of Land Dept. Mike Holana | April 13, 2015 | Needs Assessment and Deployment; feasibility & compliance | T. Charlee |
| Baca Chapter Meeting | April 13, 2015 | A needs assessment and deployment planning; marketing in a culturally sensitive manner | B. Capitan-Morales |
| Church Rock Chapter Meeting 9:00 am | April 15, 2015 | Eastern Navajo Infrastructure Assessment and Deployment | T. Charlee M. Touchine J. Nelson |
| Tsayatoh Chapter Meeting at 12:00 pm | April 15, 2015 | Eastern Navajo Infrastructure Assessment and Deployment Planning | T. Charlee M. Touchine J. Nelson |
| Upper Fruitland Chapter Meeting at 5:30 pm | April 15, 2015 | Eastern Navajo Infrastructure Assessment and Deployment / Planning | T. Charlee M. Touchine J. Nelson |
| Thoreau Chapter Meeting at 1:00 pm | April 19, 2015 | Eastern Navajo Infrastructure Assessment and Deployment / Planning | T. Charlee |
| To'hajiilee Chapter / met with Chapter President, Vice Chapter, & all officials | April 20, 2015 | Eastern Navajo Infrastructure Assessment and Deployment / Planning; marketing in a culturally sensitive manner | T. Charlee B. Capitan-Morales |
| Navajo Community Advisory Board | April 20, 2015 | Tribal Infrastructure Development & Needs Assessment | J. Badal |
| Navajo Nation Election for Navajo Nation President | April 21, 2015 | Economic Development of NN; marketing in a culturally sensitive manner | T. Charlee |
| Tohajiilee Chapter Meeting | April 22, 2015 | A needs assessment and deployment planning; marketing | B. Capitan-Morales |



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| | | in a culturally sensitive manner | |
| Rock Springs Chapter Meeting at 5:30 pm | April 22 2015 | Tribal Infrastructure Development & Needs Assessment | T. Charlee |
| Iyanbito Chapter Planning Meeting at 9:00 am | April 22 2015 | Tribal Infrastructure Development & Needs Assessment | T. Charlee |
| Red Rock Chapter Meeting at 1:00 pm | April 26, 2015 | Tribal Infrastructure Development & Needs Assessment | T. Charlee |
| Iyanbito Chapter Meeting at 9:00 am | April 30, 2015 | Tribal Infrastructure Development & Needs Assessment | T. Charlee |
| Navajo Community Advisory Board | May 3 rd – 6 th , 2015 | Tribal Infrastructure Development & Needs Assessment | J. Badal |
| NNTRC | May 4, 2015 | Discussions re Sacred Wind's CCN application | S. Sherman T. Charlee |
| Tribal Net Conference | May 5-6, 2015 | Feasibility and Compliance / Permitting Review Process | J. Badal T. Charlee S. Sherman K. Kirk B. Capitan-Morales |
| Navajo Nation Inauguration New Elected President and Vice President. | May 12, 2015 | Tribal Infrastructure Development; Community Economic Development Planning. | T. Charlee |

Needs Assessment and Deployment Planning

SWC has identified, using Global Positioning Satellite service, every house within its service territory, differentiating those with or without electric service and those currently connected or not connected to SWC's network. With that data and mapping, SWC had developed its network expansion plans to reach 90 percent of all homes that have electricity by the end of 1st Quarter



2014 and had discussed those plans with the NNTRC. Additionally, SWC has discussed with the NNTRC the needs of underserved and unserved tribal communities outside of SWC's service territory and will continue to work with the NNTRC on the development of plans to serve those in the near future.

Feasibility and Sustainability Planning

The Navajo Nation has been kept apprised of SWC's infrastructure development and customer expansion and has participated in meetings and tribal government discussions of rights of way processes and tribal lease assessments that have negative effects on the sustainability of telecommunications systems on Navajo lands. SWC is discussing with the NNTRC and other Navajo Nation officials the feasibility and sustainability of expansion of infrastructure and services to Navajo areas outside of and near to SWC's service territory, made challenging by still rigid rights of way procedures. Hundreds of tribal homes remain unserved and underserved in those areas.

Rights of Way and Other Permitting and Review Processes

SWC meets regularly with the NNTRC, the Navajo Nation President's office, the Navajo Nation Land Department, and Tribal Council and Chapter leaders to resolve rights of way impediments and improve procedures both at the Navajo Nation and the BIA. Those meetings are held at both the Navajo governmental offices and SWC's offices in Yatahey, NM. SWC has dedicated a Navajo manager to work closely with Navajo government and BIA officials, and the company's CEO and COO also meet on a frequent basis with key Navajo officials. SWC complies with all Navajo and federal government rights of way requirements and practices and has worked with



the Navajo Nation to improve some permitting procedures that has accelerated review of permit requests.

Marketing Services in a Culturally Sensitive Manner

SWC's outreach and mission are tribally oriented, and its employee handbook establishes and reinforces its tribally oriented corporate culture. SWC's commitment to its customers is read on its signage on buildings and its vehicles: *Diné ba na'anish* (We work for the People). SWC staffs its customer service office with bilingual service representatives; it advertises on Navajo language radio; and it has used a recorded message in both Navajo and English transmitted directly to the phones of customers who had as yet not recertified eligibility for their Tribal Lifeline service. That messaging was an important factor in SWC's successful recertification drive.

SWC created a Web portal, called DinehNet that is tailored to meet its tribal customers' online needs. DinehNet provides medical and government services information as well as information and stories from its customers on Navajo history, clanship, and other cultural aspects. DinehNet also offers online Navajo language training developed by Rosetta Stone and exclusively sold through the Navajo Language Renaissance Group and SWC.

Additionally, SWC strives to reinforce its customers' culture within its workforce. SWC offers free Rosetta Stone language training to its employees and requires refresher language training for new customer service representatives where necessary. The company produces an employee newsletter that occasionally contains information about Navajo culture and holds trainings from



time to time with presentations on Navajo governmental requirements, culture, and diversity. SWC invited the Navajo Nation's Office of Labor Relations to train managers on the Navajo Preference in Employment Act.

Compliance with Tribal Business and Licensing Requirements

SWC is duly licensed by the Navajo Nation and files all of its tax reports and affirmative action updates as required. SWC supports the NNTRC's intent to establish certification requirements and procedures for all telecommunications companies operating on Navajo lands. That is the Navajo Nation's right. SWC is one of the few telecommunications carriers so supporting the NNTRC in this endeavor, and that might be a problem for the NNTRC and for Sacred Wind, for all regulation should be applied to all telecommunications carriers equally.

SWC also supports the NNTRC's development of service quality standards and the filing of network maps and plans as well as pricing tariffs from all carriers. SWC will work with the Navajo Nation to ensure that all such regulation and procedures are applied to all telecommunications carriers equally.

On March 23, 2015, Sacred Wind submitted its application for Authorization to Provide Telecommunications Services on the Navajo Nation/Certificate for Convenience and Necessity (CCN).



Sacred Wind Communications, Inc.

#1200 Terms and Conditions for Lifeline Customers

Sacred Wind Communications provides unlimited local calling for residential customers at a discount of \$9.25 for basic Lifeline. Tribal Lifeline customers receive free basic unlimited local telephone service through the Federal Tribal Lifeline program. The Lifeline service from Sacred Wind provides access to emergency, operator, interexchange, and directory assistance services. The service does not include enhanced calling features such as voice mail, caller ID, call forwarding, internet, or long distance telephone service. Toll Restriction service is provided at no charge for Lifeline customers.



5901-J Wyoming Blvd NE, #266
Albuquerque, NM 87109
(505) 821-5080
(505) 821-0226 fax

MILESTONE CERTIFICATION

June 22, 2015


Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street SW
Room TW-A325
Washington, D.C. 20554

Re: Form 481 Line 3010 - Milestone Certification Pursuant to 47 C.F.R. § 54.313(f)(1)(i)

Dear Ms. Dortch:

Sacred Wind Communications, Inc., Study Area Code 493403, in accordance with 47 C.F.R. § 54.313(f)(1)(i) of the Commission's rules, hereby certifies that it is taking reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 4 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas and that requests for such service are met within a reasonable amount of time.

Respectfully submitted,



John Badal
CEO

#3012 Community Anchor Institutions

Broadband Access Provided in 2014



In 2014, Sacred Wind Communications newly deployed broadband services to the following seven community anchor institutions within its service area:

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| 1) San Juan Chapter House (10/28/14) | 1.8 miles N of N36 MM12 Rd 368, Fruitland, NM |
| 2) Navajo Div. of Social Services (10/9/14) | 117 Tribal Road N7071, To'hajiilee, NM |
| 3) City of Gallup (6/23/14) | 5757 Red Rock Park Drive, Gallup, NM |
| 4) Navajo Nation Office of Prosecutor (9/12/14) | 17 Sunset Lane, Canoncito, NM |
| 5) Behavioral Health (7/31/14) | 96 Medicine Horse Drive, To'hajiilee, NM |
| 6) Ojo Amarillo Elementary School (8/26/14) | 38 NAPI, Kirtland, NM |
| 7) Navajo Technical University (1/29/14) | 309 B Historic 66 East, Church Rock, NM |

REDACTED - FOR PUBLIC INSPECTION

REDACTED

[The Financial Report of Sacred Wind Communications is redacted in its entirety as Highly Confidential Information]